



**Office of the Attorney General
Paul G. Summers**

**Department of Commerce and Insurance
Commissioner Paula Flowers**

CONSUMER ALERT

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Be aware of companies collecting personal information as such practices may affect consumers' use of the National and Tennessee Do-Not-Call lists

Tennesseans who are tired of telemarketers calling at inconvenient times can double their protection against unwanted solicitors by registering with the state and the national Do Not Call lists, Tennessee Attorney General Paul G. Summers said today.

Although lawsuits delayed the National Do Not Call list, the national website created by the Federal Trade Commission is now available for consumers and telemarketers to resume registering. Consumers should also be able to file complaints by 7:00 p.m., CST, on Saturday, Oct. 11.

"I would encourage Tennesseans to take advantage of this additional avenue of privacy protection which is now available to them," Attorney General Summers said. "The Tennessee Do Not Call list was established in 1999 and has proven to be an effective and reliable means for Tennessee consumers to protect themselves from many unwanted, telemarketing calls."

The goal of lists such as the National list and the Tennessee list is for all consumers who have registered their numbers to enjoy receiving fewer telemarketing calls and heightened privacy in their

own homes.

Mary Clement, director of the Tennessee Division of Consumer Affairs, advised, “Consumers should be selective when sharing personal information with companies and, as always, read the fine print! Despite the Do-Not-Call lists, some companies will collect personal information from consumers and may try to get consumers’ permission to make telemarketing calls by not reading the fine print.”

General Summers and Director Clement recommend consumers take the following steps to avoid unwanted telemarketing calls:

- *Carefully review all documents before signing. In some circumstances, such as filling out memberships, sweepstakes, travel awards or other forms, consumers may unwittingly give permission for the telemarketer to call the consumer for several months regardless of registration on a Do-Not-Call list.

- *If you are on a Do-Not-Call list, but continue to get calls from companies with whom you do business, ask the telemarketer to put you on the company’s internal Do-Not-Call list. If the telemarketer states that he or she is unable to do that, request to speak to a manager or other person that can immediately fulfill that request. Further violations should be reported to the Tennessee Regulatory Authority and the Federal Trade Commission via the contact information listed below.

- *Companies with whom you have done business may be allowed to share account information with their affiliates and other divisions to sell more products and services. You should contact those companies and tell them if you do not want this information shared.

Tennesseans can register for the Tennessee Do Not Call list by calling the Tennessee Regulatory Authority at 1-877-872-7030 or on the Internet at www.state.tn.us/tra/nocall.htm. If a Tennessee consumer has a complaint against a company for not honoring do-not-call requests, the consumer can call 1-800-342-8359 ext. 160 to file a complaint. Consumers who wish to register for the National Do Not Call list may do so at www.donotcall.gov or by calling 1-888-382-1222 (TTY 1-866-290-4236).